User's Manual

Life Alert HELP PERS DECT

Cellular Wireless Emergency Response System

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Important! Please test your system at least once a month (See Page 5).

Life Alert® HELP
I've fallen and I can't get up!®

Life Alert® National Headquarters
16027 Ventura Boulevard
Encino, California 91436
(800) 977-4435

System Components

Your system may contain these or additional components.

INDICATOR LIGHTS

Ⓐ Flashing YELLOW light indicates the Console is contacting Life Alert's Monitoring Center.

Ⓐ When Life Alert's Monitoring Center answers the call, the flashing YELLOW light will become solid.

Ⓑ Flashing RED light is the trouble indicator. Please contact Life Alert's Monitoring Center immediately.

Ⓑ & Ⓓ Flashing RED & GREEN lights indicates a battery problem.

Ⓒ When the Pendant is activated and communicates with the Console, the YELLOW light will become solid.

Ⓓ Solid GREEN light indicates the Console is powered and battery is connected.

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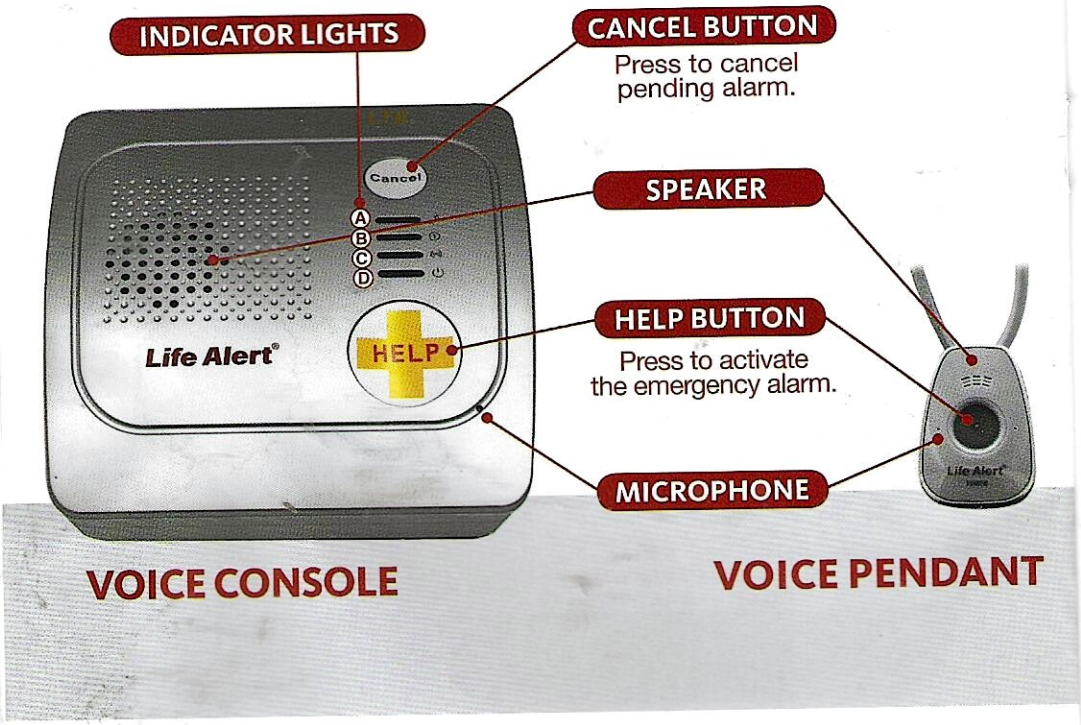

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Installation

Upon completion of installation, please test Console and Pendant to ensure functionality.

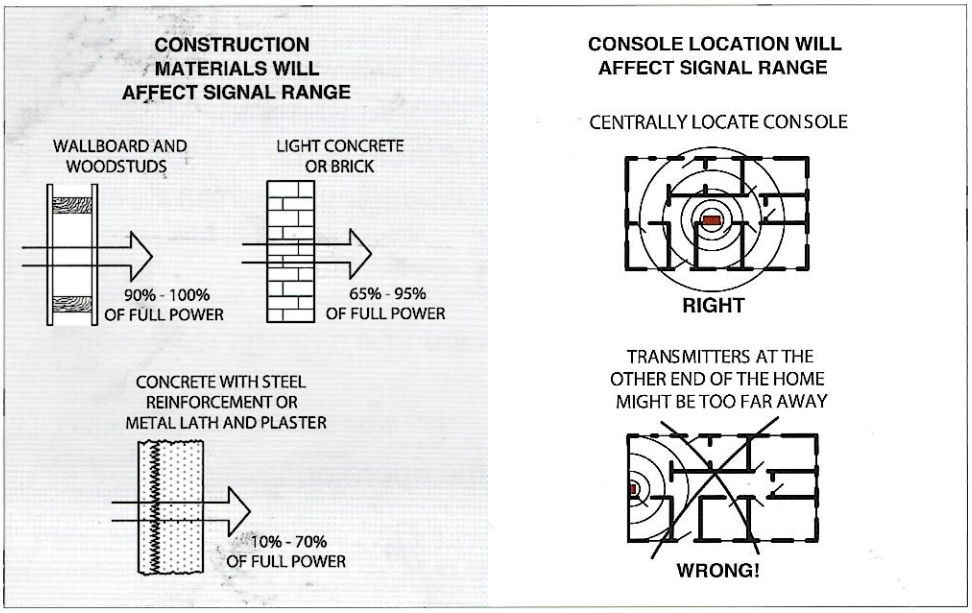
① Place the Console in a CENTRAL location in your home. Be sure it is on a flat, stable surface away from other electrical devices *(i.e. cordless phones, fans, radios, fluorescent lamps, etc.).*

② Plug the power supply into an **un-switched** 120 VAC power outlet (an outlet that is not controlled by a wall switch).

③ Turn Console ON.

FACTORS THAT MAY AFFECT TRANSMITTER SIGNAL RANGE

It is important to properly position your Console within your home. Since the Console is wireless communication based, it requires adequate cellular reception within the installation area in order to function. If you move the Console within your home, it will need to be tested.


CONSTRUCTION MATERIALS WILL AFFECT SIGNAL RANGE
WALLBOARD AND WOODSTUDS
90% - 100% OF FULL POWER
LIGHT CONCRETE OR BRICK
65% - 95% OF FULL POWER
CONCRETE WITH STEEL REINFORCEMENT OR METAL LATH AND PLASTER
10% - 70% OF FULL POWER
CONSOLE LOCATION WILL AFFECT SIGNAL RANGE
CENTRALLY LOCATE CONSOLE
RIGHT
TRANSMITTERS AT THE OTHER END OF THE HOME MIGHT BE TOO FAR AWAY
WRONG!

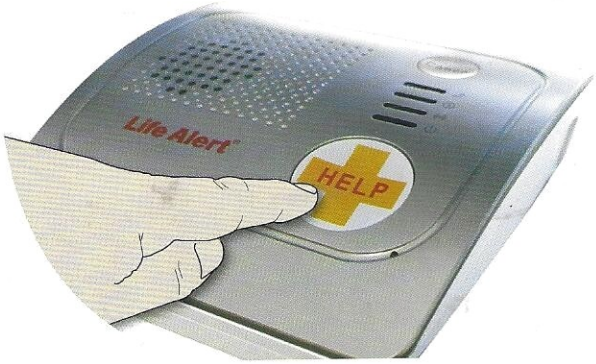
In Case of Emergency

A call for help can be made with the Pendant or Console.

CALLING FOR HELP WITH THE PENDANT

The maximum range of the Pendant from the Console is 1,000 feet under open field test conditions. Actual distance will vary with installation and environment. Pendant is not a cellular device.

OR



CALLING FOR HELP WITH THE CONSOLE

1. **IF YOU NEED HELP, PRESS THE BUTTON ON THE CONSOLE OR YOUR PENDANT FOR AT LEAST TWO SECONDS.** Do not press the HELP button more than once per emergency.

2. You will hear "CONTACTING LIFE ALERT DISPATCH CENTER, PLEASE STAND BY" from either the speaker on the Console or the Pendant (depending on which device you activated).

3. Wait to hear the operator's voice (the average wait should be less than two minutes).

4. Follow the instructions from the operator.

DO NOT PRESS CANCEL BEFORE TALKING TO THE OPERATOR OR YOUR CALL WILL NOT BE SUCCESSFULLY PLACED.

Testing

It is important to test your Pendants and Console at least once a month.

BEFORE TESTING, PLEASE CALL THE LIFE ALERT MONITORING CENTER AT 1-800-638-8222 TO NOTIFY THEM THAT YOU WILL BE TESTING.

A TEST MUST BE MADE FROM ALL PENDANTS AND THE CONSOLE.

TESTING FROM THE PENDANT*

1. Press the button on the Pendant until it announces "CONTACTING LIFE ALERT DISPATCH CENTER, PLEASE STAND BY."
2. The BLUE indicator light on the Pendant will blink and the Pendant will repeat the announcement every 5 seconds until Life Alert's Monitoring Center answers the call.
3. Follow the instructions from the operator.

** If you have more than one Pendant, repeat steps 1-3 for each Pendant you have.*

The maximum range of the Pendant from the Console is 1,000 feet under open field test conditions. Actual distance will vary with installation and environment. Pendant is not a cellular device.

TESTING FROM THE CONSOLE

1. Press the HELP button on the Console until the Console announces "CONTACTING LIFE ALERT DISPATCH CENTER, PLEASE STAND BY."
2. The YELLOW indicator light will blink and the Console will repeat the announcement every 5 seconds until Life Alert's Monitoring Center answers the call.
3. Follow the instructions from the operator.

IF YOUR SYSTEM DOES NOT TEST SUCCESSFULLY OR A LIVE OPERATOR DOES NOT ANSWER YOUR CALL, CONTACT LIFE ALERT IMMEDIATELY: 1-800-977-4435

Testing Log

Use this log to document your system test dates.

Moving To New Address

Although the Console is physically portable, you must notify Life Alert before moving it to another location so that we have the most current information to assist you in the event of an emergency. Neither the Console nor the Pendant have GPS/location services capabilities, and therefore cannot be used to determine your location via signal transmission. The Life Alert Monitoring Center relies solely on the accuracy of the information you provide us with and will direct emergency services to the physical address on file. Failure to update your information could result in emergency services being sent to the wrong address. Simply contact the Life Alert Monitoring Center at 1-800-638-8222 and we will assist you with transferring your monitoring service to your new location. You will be asked to provide your new address, phone number, contacts, and access entry information, as well as the date your move will be effective.

When moving, it is recommended that you turn the master on/off switch to off so as to avoid any false activations and preserve the Console's battery life. To ensure proper operation, the equipment must be reinstalled according to the enclosed installation instructions. To verify that the equipment is operating properly and can successfully report an alarm, the equipment must be tested immediately after relocating it and periodically thereafter, according to the enclosed testing instructions.

Since the Console is wireless communications based, it will require adequate cellular reception within the installation area in order to function. Check to see if there is adequate cell phone reception at your new address by viewing the AT&T Coverage Maps on the internet. These coverage maps are for general informational purposes only. Actual coverage and service areas may vary from the maps and may change without notice. https://www.att.com/maps/wireless-coverage.html. As a reminder, Life Alert does not guarantee coverage or service availability. Even within a coverage area, factors such as terrain, weather, structures, foliage, signal strength, traffic volumes, service outages, network changes, technical limitations, and your equipment may interfere with actual service, quality and availability.

Cellular Communications

Important information regarding your Console communications.

Your Life Alert system performs the two-way voice cellular communication with the Life Alert Monitoring Center through the Console, not through the Pendant directly. You understand that the while the Pendant button has a built-in microphone and speaker, it is not a cellular device. The maximum separation (range) of the equipment, under open field test conditions, is 1,000 feet. This range may be significantly reduced when the equipment is installed in a typical home. Actual distance will vary with installation and environment. Life Alert's published range should be used for comparative purposes only. Due to variations in building construction and other conditions, the actual range may be significantly less. Neither the Console nor the Pendant have GPS/location services capabilities, and therefore cannot be used to determine a user's location via signal transmission. Signals sent by wireless sensors or controllers may be blocked or reflected by metal before they reach the receivers. Even if the signal path has been recently checked during a weekly test, blockage can occur if a metal object is moved into the path. Cellular communications are affected by a number of factors outside the control of Life Alert and may be impaired or blocked by building construction style, building materials, atmospheric conditions (i.e. weather), distance from transmitter to receiver, surrounding terrain, battery levels, signal strength, cellular network traffic, cellular tower condition and interference from other cellular devices. You also understand that cellular based solutions rely on third party services from wireless service providers such as, AT&T, that are not controlled by Life Alert or its representatives. You acknowledge that even if cellular solutions work well at the time of first test, activation or installation, you are responsible for monitoring signal strength, power and service quality on an on-going basis. Life Alert is not responsible for maintaining or monitoring the networks used for communication and can only provide timely and accurate response if all equipment and networks are working correctly and providing adequate signal strength. You must test your equipment and any other cellular related equipment on a regular basis to identify any deterioration of network service and signal strength. You will notify us in writing of any changes to your information you provided us, or a change to your equipment. You also acknowledge and understand that there may be additional issues related to sending information over cellular networks to our Monitoring Center beyond what is mentioned here. You further understand that technology used for cellular communications can fail at any time and you release Life Alert, its staff, employees, owners, shareholders, officers, contractors, representatives and vendors from any and all liability related to the transmission of emergency signals or communications over cellular networks.

Warranty Provisions

WHO IS COVERED?
The original subscriber is covered. Please keep a copy of the original monitoring agreement to obtain warranty service.

WHAT IS COVERED?
The Life Alert® HELP PERS is warranted to be free from defects in materials and workmanship. The Life Alert® HELP PERS is not guaranteed to contact emergency services in all instances.

HOW TO OBTAIN WARRANTY SERVICE
In the unlikely event you require warranty assistance, please telephone 1-800-977-4435. A customer service representative will attempt to troubleshoot the problem or, if needed, will provide you with a return authorization code and mailing instructions. You will send your equipment and the original sales invoice, postage paid, to Life Alert®. Life Alert®, at its sole discretion, will repair or replace your equipment with a new, renewed, or comparable equipment at no charge to you. The Life Alert® HELP PERS can only be factory-serviced by Life Alert. All Life Alert equipment contains batteries that should only be replaced by Life Alert. Battery performance may vary depending upon conditions concerning charging, discharging, temperature, and other factors. Immediately report any system failures or lost equipment.

WHAT IS THE WARRANTY PERIOD?
The warranty begins on the date you received your Life Alert® HELP PERS and lasts for as long as you are a current monitored Life Alert® subscriber. The warranty on any replacement product expires whenever the warranty on the original product expires.

WHAT IS EXCLUDED?
Your warranty does not cover: product damaged by misuse, accident, unauthorized repair, or other causes not within the control of Life Alert®, Inc. The products and systems described in this manual are compatible only with the components described herein and cannot be used in combination with any other products or components unless such other products or components are expressly recognized as compatible by Life Alert. Reception problems caused by signal conditions or cable or antenna systems outside the Life Alert® HELP PERS are also excluded.

LIFE ALERT®, INC. MAKES NO OTHER WARRANTY EXCEPT AS SPECIFICALLY STATED ABOVE. IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE WARRANTY PERIOD.

Liability Information

LIABILITY LIMITATIONS
YOUR EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT AS STATED ABOVE. AS STATED IN THE SUBSCRIBER MONITORING AGREEMENT, IN NO EVENT WILL LIFE ALERT® EMERGENCY RESPONSE, INC. BE LIABLE TO ANY PARTY FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY NATURE ARISING FROM OR RELATING TO ANY USE OF ANY LIFE ALERT® EQUIPMENT, INCLUDING DAMAGES FOR PERSONAL INJURY OR DAMAGES TO PROPERTY. HOWEVER OCCASIONED, LIFE ALERT®, INC.'S LIABILITY WILL IN NO EVENT EXCEED THE INITIAL SETUP FEE OF THE EQUIPMENT. ANY LAWSUIT OR OTHER ACTION AGAINST LIFE ALERT®, INC. IN CONNECTION WITH THE EQUIPMENT MUST BE FILED WITHIN ONE YEAR FROM THE DATE OF THE EVENT THAT CAUSED THE LOSS, DAMAGE OR LIABILITY. PLEASE REFER TO YOUR SUBSCRIBER MONITORING AGREEMENT FOR MORE DETAILS ON LIABILITY LIMITATIONS.

Some states or provinces do not allow for the exclusion of incidental or consequential damages, so the above exclusion may not apply to you. Depending on your state or province, you may have other rights or remedies.

Important Information

System regulatory information

FOR UNITED STATES INSTALLATIONS

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice so that you can make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair and/or warranty information contact Life Alert at 1-800-977-4435 for information or a return product authorization (RPA). If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved. User repairs must not be made. Doing so voids warranty. Refer to Monitoring Agreement for warranty coverage information.

IMPORTANT WIRELESS INFORMATION

Life Alert radio controls provide a reliable communications link and fill an important need in portable wireless signaling. However, there are some limitations which must be observed.

• For U.S. installations only: The radios are required to comply with FCC Rules and Regulations as Part 15 devices. As such, they have limited transmitter power and therefore limited range.

• A receiver cannot respond to more than one transmitted signal at a time and may be blocked by radio signals that occur on or near their operating frequencies, regardless of code settings.

SENSITIVE ELECTRONIC EQUIPMENT

DO NOT install Console near high precision or sensitive electronic equipment. Failure to do so may cause nearby electronic equipment malfunctions. The following equipment may be affected by the use of cellular telephones, including but not limited to: hearing aids, pacemakers, fire alarms, automatic gates and other automatic control equipment. Users who use auxiliary medical equipment should contact the equipment provider and confirm the effect of cellular devices on the equipment.

MEDICAL FACILITIES

Please note the following in medical facilities:

- Please do not install the HELP PERS in an emergency room, operating room, intensive care unit (ICU) or coronary care unit (CCU).
- Please do not install the Console in the vicinity of medical equipment. Also, please do not install the HELP PERS in medical places where the use of a cellular phone is prohibited.
- Please note the volume level so as not to disturb patients with heart disease or other environmentally sensitive medical conditions.

FCC STATEMENT

RF Exposure Statement:

To comply with FCC RF exposure requirements, under normal use conditions, the user must keep a distance of at least 20 cm from the product.

This device (FCC ID: 2ABZ7-922) complies with Part 15 of the FCC Rules. Its operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

Note:

THE GRANTEE IS NOT RESPONSIBLE FOR ANY CHANGES OR MODIFICATIONS NOT EXPRESSLY APPROVED BY THE PARTY RESPONSIBLE FOR COMPLIANCE. SUCH MODIFICATIONS COULD VOID THE USER'S AUTHORITY TO OPERATE THE EQUIPMENT.

This product has been tested and found to comply with the limits for Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this product does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

NOTE:

This product's IMEI label was placed in the battery compartment. It can be accessed by removing the battery cover and removing the batteries.

The manufacturer is not responsible for any radio or TV interference cause by the unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

Installation and Maintenance Information

- Be sure to test your system at least once a week.
- Clean by wiping with a damp, soft cloth.
- Do not use ammonia, benzene, thinner, or similar solvents, or abrasive powder to clean the housing of the Console or Pendant.
- The Console should be kept free of dirt, dust and moisture.
- The Console should not be located where direct sunlight will shine on it.
- Avoid placing the Console in extremely hot or cold locations.
- Do not bring any electrical appliances or electrical noise generating devices (cordless phone, fluorescent lamps, motors, etc.) near the Console.
- Equipment should be installed in accordance with the National Electrical Code, ANSI/NFPA 70, and local codes.
- Electrical Ratings. Console: 100 - 240 V, 50/60 Hz, 0.3 A (Power Supply Input); Console Backup Battery: 3.6 V 2200mAH, Nickel Metal Hydride Battery (Rechargeable); Pendant: 3.0 V 750mAH, Lithium CR2 Battery.

WARNING: Battery Safety

Batteries must be recycled. Deliver the battery to an appropriate recycling facility or ship it to the supplier in the replacement battery's packing material.

Ni-MH

CAUTION: Do not dispose of batteries in a fire. The batteries may explode.

CAUTION: Do not open or mutilate batteries.

CAUTION: To avoid personal injury due to energy hazard, remove wristwatches and jewelry such as rings when replacing batteries. Use tools with insulated handles.

Replacement and Recycling of Batteries:
Call Life Alert for information on replacement battery kits and battery recycling.

Ni-MH